

(External)

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SUGGESTIONS FOR BETTER COMMUNICATIONS

Presentations/briefings/meetings

Periodic presentations on--

status of new HQ Bldg. (NPIC)

consolidation of Agcy components at HQ (Who goes in? Who steps out? Why?). (NPIC)

What OL does/how/why. (OGI, EA Div)

Generally share information; tell what's going on (periodic presentation or bulletin); some of complex things OL does (new bldg, procurements, unique supply & engineering functions). (NPIC, EUR Div, FBIS, DCI Admin)

Full-time briefer to tell what OL is doing. (Conduct in-house training & Log Orientations by decentralized OL reps). (NPIC)

OL briefing by decentralized logs chiefs at Area Div weeklies.

Briefings of DI Admin/mgt similar to ones John Ray gave. Tell what's going on and steps to be taken. (CPAS)

Topical briefings in Aud (e.g., on parking allocation system; new bldg progress. (OCR)

D/L briefing for DO in HQ Aud: OL activities, goals for next year, responsibilities toward DO. (EA Div)

More showmanship/anecdotal briefings

special support, war-story experiences to define other dimensions of OL). Show OL's part in overall Agency mission, not just housekeeping/plumbing/AC/escorting/mundane activities. (DS&T, DCI Admin)

"Traveling road show" for DO on OL's operational support/other capabilities

/military liaison activities. (EA Div)

Sessions on claims, transportation, OL (RECD/SD/PD) processes. (EUR Div)

P&PD media show. (NE Div)

PD seminar on what procurement system is/how it works/how to use it/who to call for guidance. (SSA/DA)

Informal meetings in D/L's office at 5 p.m. once every few months -- support officers plus div chiefs -- to talk things over. (EUR Div)

SUGGESTIONS FOR BETTER COMMUNICATIONS (cont'd)

Briefer, smaller, less formal log-officer meetings. (SSA/DA0)

Extra day at Logs Conf -- or in HQ Auditorium -- to give overview of OL. Open to MG officers/others from cross-section of Agency components. (OGI)

DO considering establishing informal DO logs-officers monthly meetings to discuss kinds of problems not unique to one component/officer. No hard agenda. OP and OS take part in similar informal discussion on specific issues. Perhaps OL participate as well. (SSA/DA)

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Orientation briefings for OL specialists from customers they serve. (OCR)

Training courses

D/L briefing at CT Courses/Intro to CIA Course/New Chiefs of Station Seminar/Advanced Intelligence Seminar. (OGI, DS&T, DCI Admin)

Spot-training sessions for all new SOTs. (EUR Div)

Overview of OL at Mid-Career Course & secretarial courses (so secys know where to go for support). (DS&T, OSO)

OL participation in EOD orientation course (OGI). Give quick overview of support structure/how it affects them/monetary implications of what they'll be doing/how two tie together. Emphasize that most projects/programs won't get off the ground unless logs/monetary support is timely and accounted for in the plan. Give well-chosen examples of good and bad cases. (SSA/DA)

OL portion (given by top OL speakers) in all Agency courses dealing w/DA and the working environment (DI). (Few DO people in other than EOD/CT training, however. (EA Div)

Tours

Tours of selected facilities (P&PD)

Visits

OL senior management/working level visit NPIC for exposure, education, and two-way orientation. (NPIC)

Local logs officer weekly visits to components chiefs to discuss needs/resolve problems.

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SUGGESTIONS FOR BETTER COMMUNICATIONS (cont'd)

Informal D/L and DD/L visits w/Agency office heads & decentralized logs personnel. (OSO)

More project officer visits to sites. (DI)

"Walkabouts" by decentralized logs officers, as D/L reps, to report observations of unacceptable working/living conditions to HOME -- w/knowledge that HOME will be receptive and responsive. (SSA/DA)

Written media

OL staff meeting notes/HQ Logistics Notes on larger scale. Show that OL is preactive. Send to all offices for log officers and chiefs of support to distribute further. (NPIC, SE Div, OSO, OCR)

EBOB newsletter like HQ Log Notes. (DS&T)

Logs bulletins and newsletters (OGI). Periodic newsletter addressing situation early; let employees become part of solution. (OCR)

Logistics Guide for HQ and MWA. (AF Div)

Small, simple, ready-reference guide keyed to HQ & field regs. (SSA/DA)

Pamphlet for Agency employees (EO/DDA). OL Yellow Pages (what OL does/who does it/how solve problem/who to call/where to go for help/how customer can get what's needed. (OSO)

Consolidation of bulletins, newsletters, already in being; make more timely. Include organizational changes/responsibilities to give better understanding of who/what/when/where. (SSA/DA)

Statements/conversation

Take care to make statements showing OL as it should be seen (not as "housekeepers of the Agency," etc.). (DCI Admin)

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The best communication is a spirit of excellence. (EA Div)